July 25, 2006

SUBJECT: Status of Internet Access Service Delivery at the Library - Study Issue

REPORT IN BRIEF

Council considered a number of potential Study Issues at its meeting on December 15, 2005 and approved the Status of Internet Access Service Delivery at the Library as the highest priority to be studied for the Library in FY 2006/2007, ranking it number 1 of 2 (Please see attachment A – Study Issue Paper). The Library Board of Trustees had recommended this Study Issue to Council in response to its review of the "Feedback Cards," or written comments from the public to the Library about library issues. The comments consistently cited complaints about the sign up process required to use the Internet, the length of time available per each use of the Internet, software available, the lack of wireless access, and related topics. This Study Issue reports on the current status of Internet access service delivery at the Library and discusses remedies that are in progress or are pending. Staff recommends Alternative No. 1, accept this Study Issue Report on the status of Internet access service delivery at the Library, and Council takes no further action.

BACKGROUND

The first two public access computers came to the Sunnyvale Library through a Library Services and Technology (LSTA) grant in 1994 through the California State Library. At that time, one computer was placed in the Adult area and one in Children's. Both computers had text-only; graphic interface was not readily available to the Library at that time. The Sunnyvale Library, similar to other public libraries throughout California, was among the first of public locations where the Internet was made available for use by the general public. The popularity of the service grew over a period of years. Since that time, computer equipment has improved and access to a mind-boggling number of Internet sites with color graphics has become the accepted norm. Correspondingly, Internet access became an integral part of the services offered in the public library. The number of public access computers in the Sunnyvale Library grew with the building renovation in 1998, and has continued to where there are 72 available today.

Technology is quickly changing and the Library is striving to keep up so that library users will have the Internet access that they need. Apart from expectations of libraries in general, as Sunnyvale Library is located in the Heart

of Silicon Valley, there are high expectations by the public that Sunnyvale Library will be at the forefront of Internet public access services.

EXISTING POLICY
Library Sub-Element:
  Policy 6.2E.1   Serve as an access point in the distribution of information in digital formats and other formats that evolve in the future.

Action Statements:
  6.2E.1a   Give high priority to assisting library users to evaluate and manage information found on the Web and other digital resources.
  6.2E.1b   Continue to provide opportunities to read and learn as digital formats evolve.
  6.2E.1c   Provide up-to-date reference information in electronic formats.
  6.2E.1d   Provide a library web page and other Internet content for library customers and explore other ways to maximize library information through the Internet as it evolves.
  6.2E.1e   Use systems that will allow patrons to tailor information to their needs.
  6.2E.1f   Monitor the development of new technologies that will enhance efficient and effective delivery of information.

  Policy 6.2E.2   Evaluate new technologies to improve the delivery of library services.

Action Statements:
  6.2E.2a   Integrate new technologies that meet customer needs in order to be more effective and efficient in delivering services
  6.2E.2b   Continuously develop an infrastructure for technology-based library services.

DISCUSSION
Once a quarter, the Board of Library Trustees reviews the written library customer "Feedback Cards." Last year, they found that questions and comments from the public consistently centered on the topic of Internet access. Through the Study Issue process, the Board requested a review of Internet access service delivery at the Library and Council approved it as the number one priority issue for the Library. This report will update the Council on the status of Internet access service delivery at the Library.

Library Computers Available for Public Access
The Sunnyvale Library currently has 72 public access computers. Of those computers:
- 29 include access to the Library's electronic catalog and databases to which the Library subscribes in the Adult areas of the Library;

- 6 computers are available to use for 15 minutes or less for quick Internet questions or to check email;
- 2 computers with Internet access and special features are designated for people with disabilities;
- 19 computers for adults have Internet access, as well as access to library database subscriptions and the Library's catalog;
- 3 computers have Word, Power Point and the other Microsoft Office applications, and one of these computers also has Internet access. Soon the other two will gain Internet access, as well.
- 3 computers currently have access to Patent and Trademark sites.

In the Children's area, there are 6 catalog/database computers and a total of 4 other computers which includes:
- 2 Internet access computers;
- 1 computer that is setup to use Word;
- 1 computer that has access to Tumblebooks (electronic books for preschoolers).

In total, 30 computers are available in the Library for general Internet access, with another 42 computers available for library online catalog access, access to the Library's subscription databases, and for other specialized uses.

The Internet Access computers are used most of the time that the Library is open. If there were more computers, they would certainly satisfy additional users. However, there is little space to add other computers for the public in the current building. If demand warrants it, some computers reserved for specialized use or online catalog access could be converted to Internet access computers. In the near future with wireless access, people will be able to bring in their own computers and the Library may not need many more computers. For future consideration, a room designated as a computer laboratory or classroom would be desirable for the Library.

Time Limits for Internet Use at the Library
Library users currently are allowed to use the Internet computers for one hour, unless they are using the 15-minute Internet stations. In FY 2004/2005, there were 565,011 hours spent by the public using the Library's Internet access computers. That large number of hours was used by students of all ages doing research, jobseekers looking for employment opportunities, consumers finding out prices of items for future buying, travelers researching their next trips, business people assessing their competition, people communicating with others using email, and for many other reasons.

The Library plans to implement a 75-minute daily access limit instead of one hour with the introduction of the new Internet scheduling software. The 15-minute Internet stations will continue to be available and will be an integral

part of the 75-minute per day total. Staff believes this will provide greater availability to library users who need to access the Internet. People that have repeatedly overstayed their time, making the Internet computers unavailable to others under the current system, will be prevented from doing so with the new system.

Procedures for Signing Up to Use the Library Computers

During FY 2003/2004, library staff members started manually signing up each person to use an Internet access computer, so that the popular and limited resources could be equally rationed to each user. Library users are currently given one hour at the Internet station, unless they are using the 15-minute computers. This has been a time consuming process, which has been very unsatisfactory to library users and staff, because the library user had to wait for the beginning of the hour to start their Internet session. Otherwise, it was difficult for staff to manage assigning the computers and monitoring time used on computers by each customer. Many library users have experience at other libraries where the system of scheduling the computers is automatic so that the library users can schedule themselves to use the computers. Some voiced dissatisfaction with Sunnyvale's method of manually scheduling the computers.

After the new electronic library system, Innovative Interfaces Inc. (III), was installed at the Sunnyvale Library in August 2005, the Library had a plan to begin addressing Internet access issues such as scheduling use of the computers. The new III system had to be installed and operating well before the scheduling system could be accommodated.

Now that the III system is in place and staff is fairly comfortable with it, the Library is in the process of installing Re'Quest, which is iTeam Resources Inc.'s electronic scheduling software. The Re'Quest system is being implemented incrementally to ensure that it operates as expected before investing the time and effort of converting all of the public Internet access computers. When Re'Quest is fully operational, people will be able to sign up to use the Internet stations on their own, with equitable daily time allotted to each user. As stated above, library users will have a 75-minute limit per day on the Internet computers.

Customers will be able to sign up using their library cards and will be assigned to a computer to use as soon as one is available, rather than having to wait on the hour. The scheduling system will save time and aggravation for customers, who formerly had to wait in line to sign up for Internet access computers and then wait for the top of the hour to use the computer. The new sign up process also will free staff time for other responsibilities and produce less conflict among library users regarding fair use of the computers.

Another source of conflict related to Internet use was that the time displayed on clocks and computers in the Library was not uniform. Some computer users would get anxious when they felt their hour had arrived. The computer equipment is improved now so clocks operate better on the computers. Also, the Library has installed atomic clocks, which all should read the same time as they are accessing the same source to determine the time.

Printing from Library Computers
Staff previously worked with a vendor to customize printing. All of the computers in the Adult area route printing to one room where fees for printing are collected by machine and printed copies, sent from individual computers, are retrieved by customers in an organized fashion. This system is working well.

Computer Software Available at the Library
Aside from the self-sign up/scheduling software, the Library is also responding to customer requests for additional software to help them create documents and spreadsheets. The Library is installing Word-suite software, which includes Word, Powerpoint and Excel, on some Internet access computers so that customers can use multiple functions on one computer. For example, a customer can write a resume in Word and send it, using the Internet, to prospective employers. Customers can also use cell phones, using low voices, to conduct business while using the Library's Internet stations to help them complete a process or find information.

Wireless Access
Requests for wireless access at the Library continue to occur on a daily basis. People want to use their own computers in the Library to access the online catalog, do research using the Library's databases, create their own documents on their own computers, and store the information on their own computers. They do not want to go through the inconvenience of waiting to be assigned to a Library computer, and then performing their searches, downloading the information, then uploading the results to their email for retrieval later, all while feeling pressured to move on so someone else can use the Library's computer.

Wireless communication in the Library will enable library customers to use their own laptops, but it will allow access to the Internet using smaller personal devices as well. Wireless communication also will allow Sunnyvale librarians to give better reference service to customers throughout the Library, and provide a way for staff to communicate with each other, without using the public intercommunication system, which is disruptive to library users.

One major growth area in Internet service and computer use is through handheld personal devices, such as cell phones. This growth area requires

wireless access which also is needed to implement related systems that the Library will need in order to stay relevant to how the community accesses information.

The City has a Study Issue on Wireless Services at City Hall and the Library under the lead of the Information Technology Department. The City has contracted with MetroFi, a company based in Mountain View, to establish wireless networking throughout the City of Sunnyvale. MetroFi has submitted a list of street light poles where they plan to install devices that will provide wireless Internet access for the area of City Hall and the Library. The list has been approved by the City and service should be available in the area in the coming months. It is expected that the MetroFi network will work within the Library, as well. However if it does not, another solution to wireless networking within the Library will be explored. It is anticipated that the Information Technology Department will be giving a report on the Study Issue of Wireless Services at City Hall and the Library at the same time that this Study Issue Report is delivered to Council.

Internet/Computer Classes Offered at the Library
Library staff offers classes to the public to help them stay abreast of new electronic resources on the Internet and databases that the Library has made available to Sunnyvale library users. Recent classes offered by the Adult Services Division have included: Computer Comfort (designed for new or first time computer users), Business Resources on the Internet, Extreme Googling, Travel Resources on the Net, Free Databases @ Your Library, Genealogy Databases, Introduction to the World Wide Web, and Searching the World Wide Web. The Children's Services Division demonstrates the use of the Library's databases to sixth grade classes that visit the Library each year. Since more resources are now available electronically, classes help library users to become aware of those resources and learn how to use them. Staff is open to requests for other classes involving electronic resources. Classes have been offered at the Senior Center, as well as at local schools. In addition to formalized classes, on a daily basis reference librarians in the Adult and Children's areas assist library users individually to find electronic resources that can help them find requested information. These services have been very well received by the public. In FY 2004/2005, 22 computer/Internet classes were offered by the Adult Services division, with 230 attendees at such classes. Children's Services made 22 presentations to a total of 624 students to explain and demonstrate the Library's databases.

Online Resources Available Through the Library
Library materials for the public are purchased in a variety of formats. The mix of formats changes as new technologies make materials available in different ways. In the last few years, the Library has added electronic books (eBooks) that can be signed out and used online and by downloading them to a

computer. The Library subscribes to an increasing number of online periodicals and subscribes to several databases that can be accessed from home or the Library. Some of the subscriptions include Learning Express Library, CollegeSource Online, HeritageQuest Online, Biography Resource Center, Health and Wellness Resource Center and Reference USA. The Sunnyvale Resource Guide, a directory of City services, and Teen Resource Guide, activities and services for local teens, are also available through the Library's web site. To access databases that are offered remotely, all that is needed is a Sunnyvale Library card. The Library is in effect, subscribing to these online databases on behalf of the entire community by providing access for community members from their own computers at home, work or school.

The Library also belongs to a consortium of libraries in the region called Silicon Valley Library System (SVLS). The consortium makes purchases for the entire group and provides services to the Sunnyvale Library, making resources affordable, such as the Gale online databases, which otherwise would have been formidably costly. Sunnyvale Library and SVLS also take advantage of special services from CALIFA, a library wholesaler that facilitates special purchases for individual libraries and consortia, for items such as online newspaper subscriptions. This leverages the dollars to provide greater access to information for the local communities.

Online Services
Other resources available via the Library's website include links chosen by librarians on a variety of topics, such as the Librarians' Internet Index (lii.org); AskNow, personal assistance from a librarian live on the Web; and CalCat, a source to search all California public libraries at once. These resources can be accessed from the Library's Internet computers, as well as from computers off site.

The Sunnyvale Library continues to offer materials, classes and technologies to the City's library users that will bring them information in accessible formats. The Library has implemented, or is in the process of implementing most of the suggestions voiced by the public concerning Internet access issues.

FISCAL IMPACT
At the present time, there are no plans involving additional costs, since all the items mentioned are accounted for in the Library or Information Technology Department budgets.

CONCLUSION
The Department of Libraries has made improvement in Internet access a priority, and has carefully reviewed the "Feedback Cards" and other input from the public on this issue.

Following the installation of the new Innovative Interfaces Inc. (III) library system in August 2005, library staff has:

- Worked to implement electronic scheduling software for Internet computer stations
- Increased the capabilities of individual computer stations
- Pushed towards wireless communication in the Library with the assistance of the Information Technology Department staff
- Staff has assessed each suggestion from the public regarding Internet access issues, and changed administrative policies and procedures when changes were deemed to be best for the public and efficient for library operations

Library staff will continue to incorporate Internet access and new technologies, where practical and feasible, as all of these are operational issues.

PUBLIC CONTACT
Public contact was made through posting of the Council agenda on the City's official notice bulletin board, posting of the agenda and report on the City's web page, and the availability of the report in the Library and City Clerk's office. The Board of Library Trustees discussed this issue at their June 5, 2006 meeting.

ALTERNATIVES
1. Accept this Study Issue Report on the status of Internet access service delivery at the Library and Council takes no further action.
2. Accept this Study Issue Report on the status of Internet access service delivery at the Library, and instruct staff to return at a later date with additional information.
3. Do not accept this Study Issue Report on the status of Internet access service delivery at the Library.
4. Do not accept this Study Issue Report on the status of Internet access service delivery at the Library, and instruct staff to return with a follow-up report.
5. Take other action deemed appropriate by Council.

RECOMMENDATION
At their meeting of June 5, 2006, the Library Board of Trustees voted to recommend to Council Alternative 1 which accepts the Study Issue Report on the status of Internet access service delivery at the Library, and Council takes no further action. The Board feels that this report is an accurate representation of the current state of Library Internet access. The Board encourages that Council support Library staff in aggressively developing a proactive technology strategy for today's Library and the Library of the Future.

Staff recommends Alternative No. 1, accept this Study Issue Report on the status of Internet access service delivery at the Library, and Council takes no further action.

Reviewed by:

Deborah L. Barrow, Director, Libraries
Prepared by: Susan Denniston, Administrative Librarian

Shawn Hernandez, Director, Information Technology

Approved by:

Amy Chan
City Manager

Attachments
A. Study Issue LIB-01: status of Internet access service delivery at the Library.
B. Draft Board of Library Trustees Meeting Minutes of 6/5/06.

Attachment A

Proposed New Council Study Issue

Number	LIB-01
Status	Pending
Calendar Year	2006
New or Old	New
Title	Status of Internet Access Service Delivery at the Library
Lead Department	Libraries
Element or SubElement	6.2E1, 6.2E1a-f, 6.2E2 a & b

1. What are the key elements of the issue? What precipitated it?

In the Board's most recent reviews of patron comments to the Library, technology and Internet access were among the highest service demands expressed by the public. The Board would like for the Library to study the issue of whether the current service delivery levels for Internet access meets the need and demand of the public and make recommendations to remedy deficiencies.

2. How does this relate to the General Plan or existing City Policy?

This relates specifically to the Library Sub-Element of the General Plan:

6.2E1a   Give high priority to assisting Library users to evaluate and manage information found on the Web and other digital resources.
6.2E1b   Continue to provide opportunities to read and learn as digital formats evolve.
6.2E1c   Provide up-to-date reference information in electronic formats.
6.2E1d   Provide Library Web page and other Internet content for Library customers and explore other ways to maximize library information through the Internet as it evolves.
6.2E1e   Use systems that will allow patrons to tailor information to their needs.
6.2E1f   Monitor development of new technologies that will enhance efficient and effective delivery of information.
6.2E.2   Evaluate new technologies to improve the delivery of library services.
6.2E.2 a Integrate new technologies that meet customer needs in order to be more effective and efficient in delivering services.
6.2E.2b   Continuously develop an infrastructure for technology-based library services.

3. Origin of issue

Council Member(s)
General Plan
City Staff
Public

Board or Commission	Board of Library Trustees

Board or Commission ranked this study issue _____ of _____
1 of 1

Board or Commission ranking comments
The Library Board of Trustees feels that Internet access is integral to library services. While Internet access is provided at the Library, the

Board would like to have a study to determine if current access meets community demand and need.

The library's role is to provide information. More and more today, information is created and delivered through digital means. Access to nonprint materials and
equal access for all community members are important issues in which the library has a substantial role to play. This study issue will evaluate the current levels of availability of the Internet at the Library and whether it meets community needs.

4. **Multiple Year Project?** No   **Planned Complete Date** 12/06

5. **Estimated work hours for completion of the study issue (use 5 or 8-hour increments)**

Information Technology	5
Libraries	20
Total Hours	25

6. **Expected participation involved in the study issue process?**

Does Council need to approve a work plan?	No
Does this issue require review by a Board/Commission?	Yes
If so, which? Board of Library Trustees	
Is a Council Study Session anticipated?	No

What is the public participation process?
Surveys of Library users will be reviewed. The public may also participate in meetings of the Library Board of Trustees and the City Council at meetings to review this issue.

7. **Cost of Study**

Operating Budget Program covering costs
637100 Information for Adults; 637105 Info Child

Project Budget covering costs

Budget modification $ amount needed for study
0

Explain below what the additional funding will be used for
To perform an in-house study of the current level of demand for Internet access at the library, no additional funding will be required. It will be part of the work of the Director of Libraries and the Supervising Librarian responsible for library technology.

8. **Potential fiscal impact to implement recommendations in the Study approved by Council**

Capital expenditure range	None
Operating expenditure range	None
New revenues/savings range	None

Explain impact briefly
Implementing the Study will not have fiscal impact as this will be part of the work of the library management staff. However, if the study proposes greater access, the costs for enhanced service will be included in the study.

9. Staff Recommendation for this calendar year

Recommendation For Study

If 'For Study' or 'Against Study', explain
Staff recommends this Study Issue. Internet access is integral to library services and as stated by the Board, access to digital resources is the area of the highest complaints from the public. This Study Issue will evaluate the availability of the Internet to meet Library user demand and need and make follow-up recommendations.

Note: If staff's recommendation is 'For Study' or 'Against Study', the Director should note the relative importance of this Study to other major projects that the Department is currently working on or that are soon to begin, and the impact on existing services/priorities.

Reviewed by

_____   _____

Department Director   **Date**

Approved by

_____   _____

City Manager   **Date**

Attachment B

DRAFT MINUTES

SUNNYVALE BOARD OF LIBRARY TRUSTEES
JUNE 5, 2006

The Board of Library Trustees met in regular session in Council Chambers, 650 West Olive Avenue at 7:04 p.m. with Jim Griffith presiding.

ROLL CALL

PRESENT: Chair Jim Griffith
                      Boardmember John Lilly
                      Boardmember Kathy Meagher
                      Boardmember Tom Flaherty

ABSENT: Vice Chair Roland Wanigatunga (excused)

STAFF PRESENT: Deborah L. Barrow, Director of Libraries
                      Sandra Barajas, Recording Secretary
                      Susan Denniston, Administrative Librarian

SCHEDULED PRESENTATION: None

PUBLIC ANNOUNCEMENTS:	Library Director Deborah Barrow expressed her appreciation to Tom Flaherty for his service on the Board during 2002 - 2006.

CONSENT CALENDAR:

1.A) Approval of Draft Minutes of 5/1/06
1.B) Approval of Agenda

Boardmember Lilly moved, and Boardmember Meagher seconded, approval of Items 1.A and 1.B as presented. Motion carried unanimously.

CITIZENS TO BE HEARD: None.

PUBLIC HEARINGS/GENERAL BUSINESS:

2. Draft Report to Council (RTC): Status of Internet Access Delivery at the Library – Study Issue:
Administrative Librarian Susan Denniston provided the Board with a brief overview of the draft RTC regarding Internet Access at the Library. Discussion ensued regarding the number of Internet computers available, adding more Internet computers, Metro-Fi,

Circulation of E-books, filtering, types of software available, software being offered, and Internet users. Boardmembers emphasized the need for wireless technology in the Library and mentioned that the Library needs a strategy or plan to be more forward in providing information technology to meet users' needs. The direction of technology today and in the future should be considered carefully for implementation in the library.

Chair Griffith opened the public hearing, and there being no public testimonies, closed the public hearing.

Boardmember Lilly moved, and Boardmember Meagher seconded, to recommend to Council Alternative 1 which accepts the Study Issue and Council take no further action.

Chair Griffith made a friendly amendment that Council approve Alternative 1. The Board feels that this report is an accurate representation of the current state of Library Internet access. The Board encourages that Council support library staff in aggressively developing a proactive technology strategy for today's library and the Library of the Future. Boardmember Lilly agreed to the friendly amendment. Motion carried unanimously.

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3. Budget Review:
Director Barrow provided the Board with an overview of the recommended Library budget. Discussion ensued regarding the Library Budget Supplement, the Board expressed strong support for the proposed removal of the Feature Film DVD Rental Fee. Also discussed were Program 610 SDPs and activities, the Public Library Fund revenue, the Fines and Fees schedule, and Sc[i][3].

Chair Griffith opened the public hearing, and there being no public testimonies, closed the public hearing.

Boardmember Lilly moved, and Boardmember Meagher seconded, to recommend that Council approve the Library budget as presented.

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4. RFP for Sunnyvale Library of the Future:

Director Barrow informed the Board that work has begun in preparing the Request for Proposal regarding the Library of the Future. She provided an overview of the "scope of work" which will be included in the RFP. Components of the report may include: plan of service, building program, and needs assessment. The conceptual plan will be separate. Director Barrow also mentioned that a steering committee may need to be developed for the project.

Chair Griffith opened the public hearing and there being no public testimonies, closed the public hearing.

5. Ethics Training for Boardmembers:
Director Barrow informed the Board that the Governor signed Assembly Bill No. 1234 which mandates two hours of ethics training for local agency officials in service as of January 2006. Boardmembers indicated they would attend the June 27 training session.

Chair Griffith opened the public hearing, and there being no public testimonies, closed the public hearing.

NON-AGENDA ITEMS AND COMMENTS

- BOARDMEMBERS OR COMMISSIONERS ORAL COMMENTS

  Chair Griffith acknowledged that he received a letter from a patron regarding Cell Phone Use at the Library.

  Chair Griffith acknowledged a letter from "The Book Project" thanking Trustees, Sunnyvale Library, and the Friends for the contributions made to their organization.

  Chair Griffith informed Boardmembers that he will be participating in the June 24 Friends Book Sale. He also stated that he has begun collaborating with Recreation Supervisor Patricia Lord in efforts to promote Library services at a Senior Center event. Boardmember Lilly and Meagher expressed their interest in participating.

- STAFF ORAL COMMENTS
  Director Barrow noted the following:
  - Link+ will require an additional $4,000 cost per year to cover the Innovative Interfaces fee to manage the system.
  - Implementation of the Internet Scheduling Software on-going with efforts to correct problems.
  - One full-time and two part-time librarians have been hired and will begin their employment over the next month.
  - Library staff is compiling Non-Routines for FY 2006/2007.
  - The Adult Reference Desk was removed on Monday, May 22 and a newly designed one was installed. Adult Services staff are happy with the new desk, it is better ergonomically and it frees up space.
  - Next Board meeting is scheduled for Monday, July 10 in the Library Program Room.

INFORMATION ONLY ITEMS: None.

ADJOURNMENT: 9:04 p.m.

Respectfully submitted,

Deborah L. Barrow
Library Director